Patient Experience of Care

Service Standards
(WINES)

Welcoming
• Greet patients, families and visitors promptly and warmly, making eye contact.
• Ask patients how they would like to be addressed.
• Introduce yourself with your name, your department and your role.
• Dress professionally and wear your ID badge where it can be read.

Informing
• Explain what you will be doing before you begin, and invite questions.
• Give updates and apologies about delays.
• Call interpreters without hesitation.
• Use professional telephone standards:
  – Good (morning, afternoon, evening)
  – Site and name of your department/unit
  – This is (your first name)
  – How can I help you?
  – Before hanging up: Is there anything else I can help you with?

Noticing
• Stop and help if someone looks lost or confused. Escort the person to their destination, or ask someone else to do so.
• Help maintain a clean, safe and attractive environment.
• Keep patient areas quiet – reduce all sources of noise.

Expressing Caring and Concern
• Protect people’s privacy and dignity: knock on doors to patient rooms/exam rooms; keep patients covered up appropriately.
• When things go wrong, do what you can to make them right, right away.
• Keep complaints about personal or professional problems away from patients and family members.
• When getting ready to leave a patient room/exam room, ask, “Is there anything else I can do for you?”
• Say a warm good-bye when a patient is done with an outpatient visit or is being discharged, and thank the patient for coming to Cambridge Health Alliance for their care.

Supporting Your Colleagues
• Take responsibility for communicating clearly.
• Follow through on commitments.
• Respect all kinds of differences.
• Assume good intentions.